



Ministry of Housing,
Communities &
Local Government

DELTA: Quick User Guide

All Users: User Registration, Set Up & Login

Registration

DELTA is accessed online using a web browser. Please note, DELTA is not supported in Internet Explorer 7 or below. DELTA can be accessed using Internet Explorer 8 (or above); Google Chrome; Mozilla Firefox or Microsoft Edge.

To register as a DELTA user, you will either be directed to the Registration page <https://delta.communities.gov.uk/register> or, if you have already been sent communications by MHCLG about your collection, you may be sent an automated email from no-reply.delta@communities.gov.uk to let you know that a user account has been set up.

What to do if your account has been created for you by MHCLG

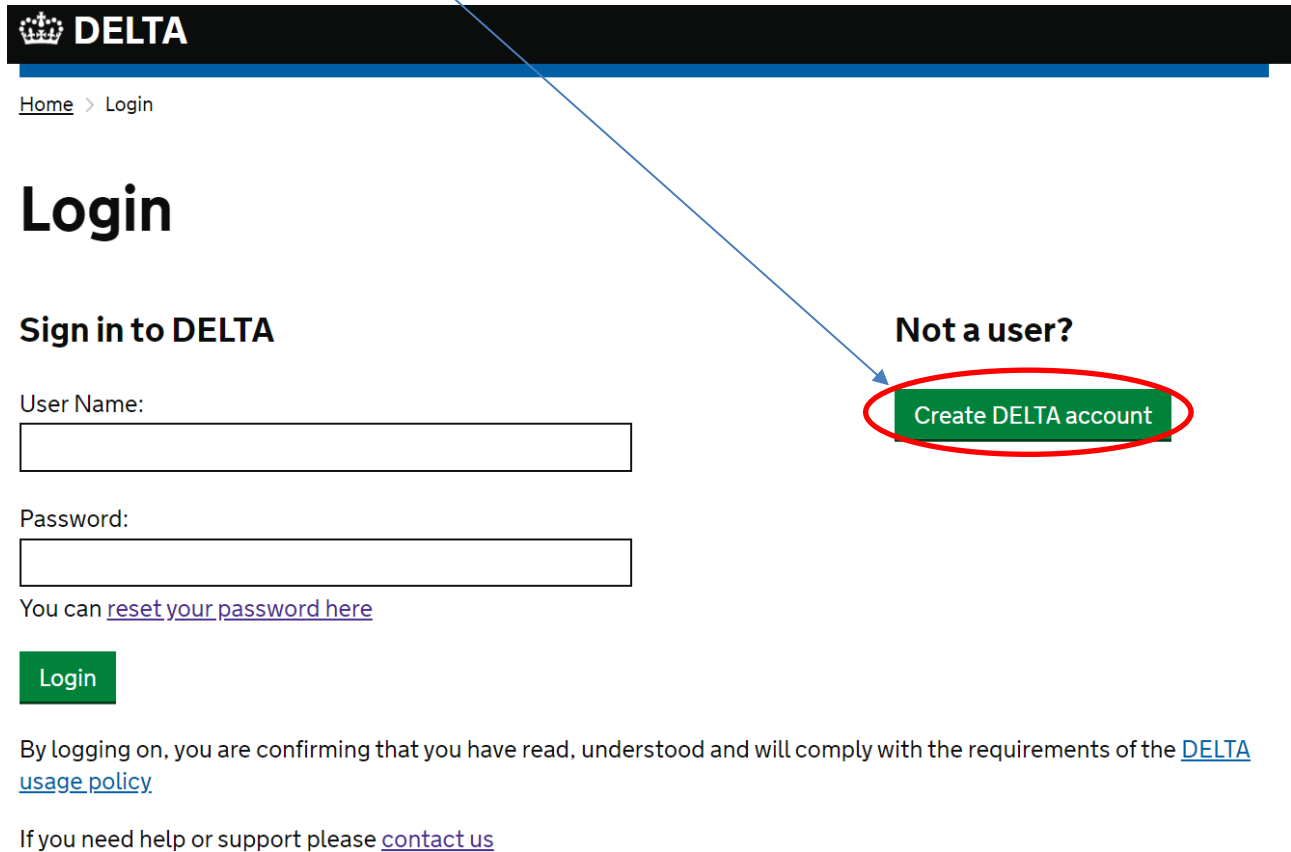
You will be sent an activation email from no-reply.delta@communities.gov.uk. Click on the link in this email to set your password. Please note that the link remains active for 24 hours only, if this time has passed then please contact the Service Desk and ask for another activation link to be sent. Once your password has been set, you can log in using these credentials. Initially you should not need to set up your account details in My Profile, but we advise that you should go to this page to check that the details registered are correct and to request amendments if required.

Please contact the [DELTA Service Desk](#) if you are unable to amend your DELTA account details due to inbuilt restrictions.

Registering via the Registration Page

To start the registration process, click on the [registration page link](#).

This can also be found here:



The screenshot shows the DELTA website's login page. At the top left is the DELTA logo. Below it is a navigation bar with 'Home > Login'. The main heading is 'Login'. Underneath is 'Sign in to DELTA'. There are two input fields: 'User Name:' and 'Password:'. Below the password field is a link: 'You can [reset your password here](#)'. A green 'Login' button is present. To the right of the login form, under the heading 'Not a user?', there is a green button labeled 'Create DELTA account' which is circled in red. A blue arrow points from the text 'This can also be found here:' to this button.

Registration page

On the registration page complete the following information:

1. First name
2. Last Name
3. Email address – This will be used as your username. You must use your personal work email address and not a shared mailbox. You may not be able to register with any other type of email address. If you already have an account for MHCLG's eClaims app then you can use the same credential to log in. Go to 'Setting up My Profile' below once logged in. Confirm your email address.
4. Enter the characters shown and click Register.

If you get an error page please contact [DELTA Service Desk](#).

Register

Please enter your details in the form below to request a new user account for DELTA. Note that user accounts will only be set up for individuals with a legitimate requirement to enter or use the data on DELTA. All account details and actions are fully auditable by MHCLG and external audit companies. Please read the DELTA [Privacy Policy](#) before registering.

We cannot set up user accounts for shared email accounts. A shared mailbox which a number of personnel have access to means there is no direct accountability to an individual for the data they provide. An email address (username) for a specific individual must be supplied.

Further information on DELTA is available [here](#). If you have any other queries, or have an existing DELTA account that you need updated, please contact our [Helpdesk](#).

***First name:**

1

***Last name:**

2

***Email address:**

3

***Confirm email address:**

Please enter the characters shown:

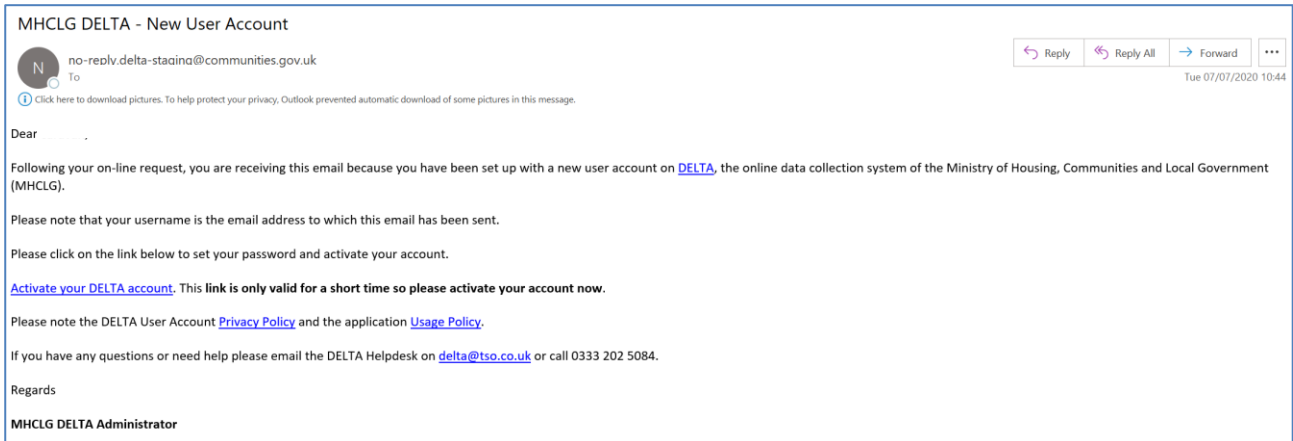


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Activation email

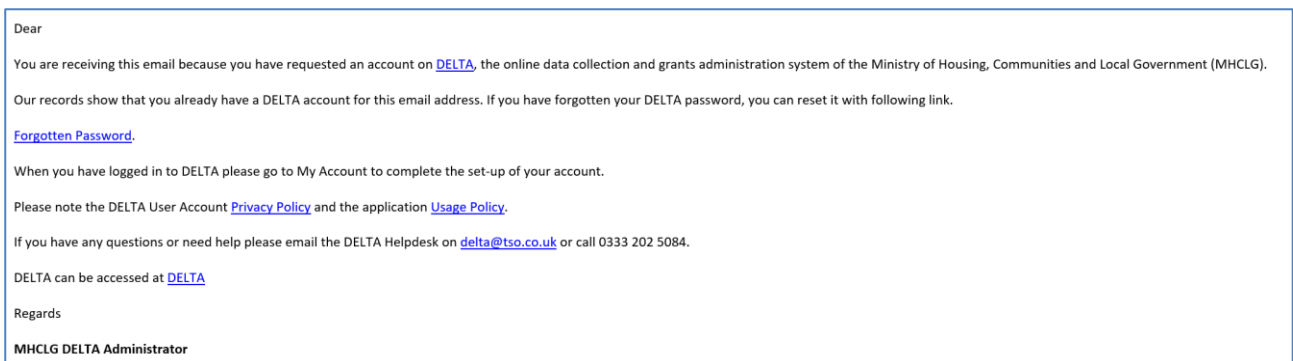
You will be sent an email with an account activation link to the email address you registered containing a link to set your password and activate your account the first time you use the system. Click on the link in the email. You will need to activate the link within 24 hours. If you are unable to do this then you will need to request a new activation link by contacting the [DELTA Service Desk](#).

If you do not receive the activation email and have checked your junk folder please contact the [DELTA Service Desk](#). The activation email will look like this:



Please note: as this is an automated message from an external server some firewalls may quarantine or treat this as junk so check your Junk Mail equivalent or your IT support team if you believe this is happening.

If you already of a DELTA account (or eClaims account) you will receive the following email (Note that the website will still say 'Registration successful'):



Set Password page

- When you click on the link in the email, the system will take you to the 'Set Password' page and prompt you to create a new password. This should be at least 10 characters long and contain both lower-case and upper-case letters as well as either digits or non-alphabetic characters (for example, !, \$, #, %) – see below for more details.
- In the 'Confirm Password' box type the new password again and click 'Reset Password'.

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- You will see the following screen to confirm you have successfully reset your password. Click 'Login'.

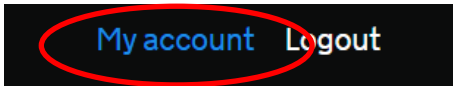
Login here'. A callout box with the number 7 has an arrow pointing to the 'Login here' link."/>

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This will take you to the DELTA Login page shown below. Please enter your Username (this will be your email address) and the password you have created and click 'Login' and go to the Home page.

Setting up your Account Profile in My Profile

You should be taken directly to the My Profile page on activation, but if not then you can locate this here



[Home](#) > [My account](#)

My account

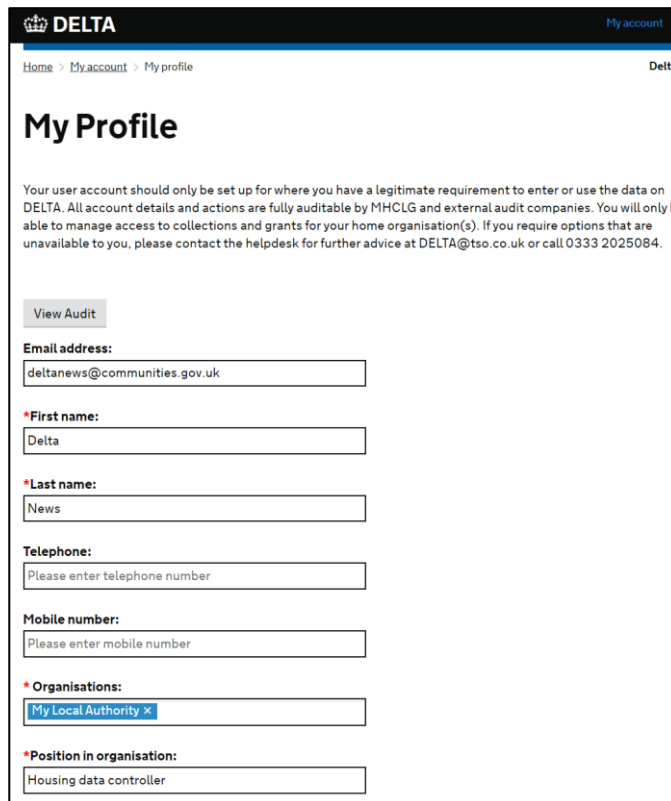
[My profile](#)

View and modify my DELTA profile

[Change password](#)

Change your password

On the My Profile page please complete all the information required. A field with an asterisk (*) is a required field. Note that the organisation you work for may be automatically assumed from your email address. If it is blank please select this from the dropdown list.



DELTA My account

Home > My account > My profile Delta

My Profile

Your user account should only be set up for where you have a legitimate requirement to enter or use the data on DELTA. All account details and actions are fully auditable by MHCLG and external audit companies. You will only be able to manage access to collections and grants for your home organisation(s). If you require options that are unavailable to you, please contact the helpdesk for further advice at DELTA@tso.co.uk or call 0333 2025084.

[View Audit](#)

Email address:

***First name:**

***Last name:**

Telephone:

Mobile number:

***Organisations:**

***Position in organisation:**

8. Certifier role – **you must not** select this box unless you are the S151 officer for your local authority. You will need to agree to additional Terms and Conditions. Selecting the box allows you to certify financial forms for your authorities.
9. Roles – Provide and view data allows you to view, edit and submit forms for statistical and other data collections. View reports allows you to view reports for grants and other financial transactions.
10. Select the access groups you need to submit data for. You must also complete the Organisation box if you see this.

Certifier role

i You must read and agree the [terms and conditions](#) before confirming you are the Section 151 Officer

I am the appointed Section 151 Officer for my local authority and confirm I meet the requirements of the [terms and conditions](#).

***Roles:**

Provide and view data

View reports related to financial transactions

***Grants/Data Collections:**

Grants/Data Collections	Required	Organisation
Approved Inspectors	<input type="checkbox"/>	Select organisation(s)
Disabled Facilities	<input type="checkbox"/>	Select organisation(s)
H Clic Staging	<input checked="" type="checkbox"/>	My Local Authority x
Housing Flows Reconciliation	<input checked="" type="checkbox"/>	My Local Authority x

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Once completed click 'Save'

Save

You may need to log out and log back in for all your changes to be updated. When you do please check the following details:

Welcome to DELTA

[DELTA](#) is MHCLG's data reporting system. [DELTA](#) is used to capture data for statistical purposes and to process grant claims and payments. [DELTA](#) replaces the previous Grants and Subsidies Payments System, LOGASNET, and statistical data capture tools such as Interform and Excel spreadsheets.

[Submissions](#)

For data providers to submit data for a statistical data collection or for grant payments. Collected data is also available to view and download from here.

11. Your name and organisation will be shown in the top right-hand corner. Please check this is correct the first time you login or after updating My Profile.

Users working for multiple organisation

If you work for more than one organisation you may not be able to request all the organisations you require in My Profile. If you cannot then please complete the [Online Registration form](#) and send to the [DELTA Service Desk](#).

Once you have had your account set up for you please check that all the organisations are listed in the dropdown and remember to select the organisation you require before opening a form.

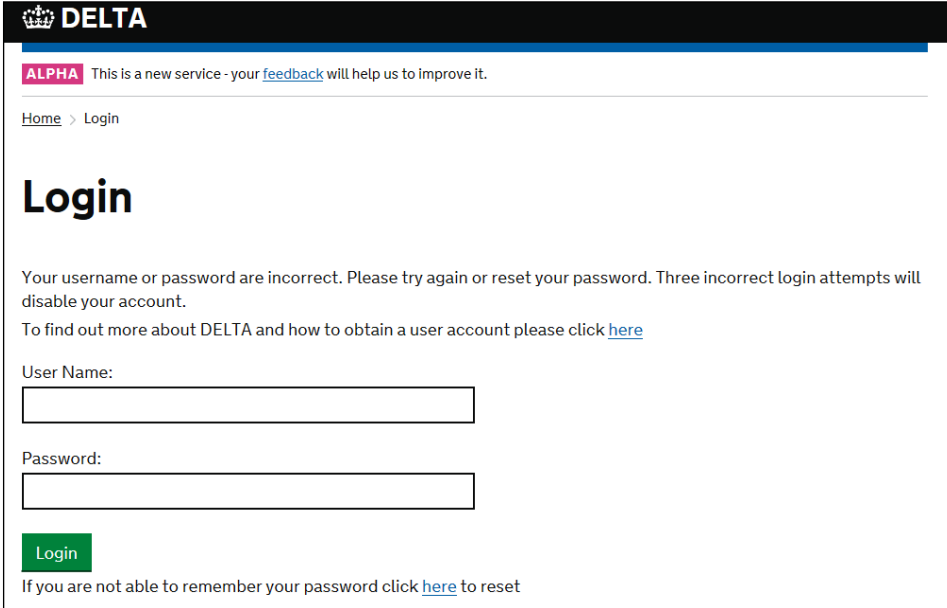
Your level of access to DELTA (for example what menu items you see, or what options are available to you) depends on your user role and your responsibilities. Contact the [DELTA Service Desk](#) if you would like more information on your level of authority within the system or you think your details are incorrect.

You may want to bookmark the web page <https://delta.communities.gov.uk> for easy and quick access to the system. Clicking this link will take you to the Login page (see 4 above). You will need your username (your email address) and your password to log into the system.

Password & Login Issues

12. If you enter your password or username incorrectly, you will see the following error message.

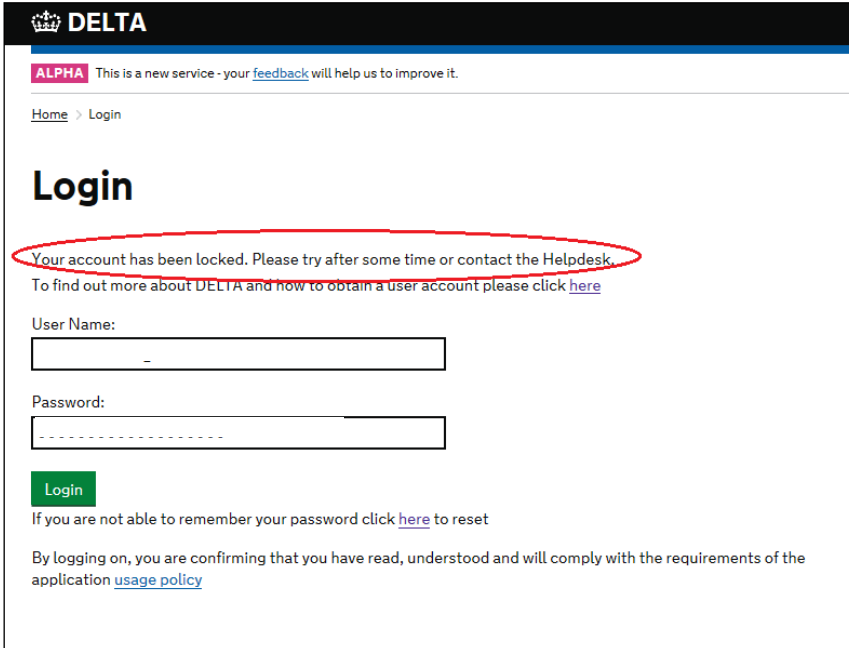
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The screenshot shows the DELTA login page. At the top, there is a DELTA logo and a navigation bar. Below the logo, there is a message: "ALPHA This is a new service - your [feedback](#) will help us to improve it." The page title is "Login". The main heading is "Login". Below the heading, there is an error message: "Your username or password are incorrect. Please try again or reset your password. Three incorrect login attempts will disable your account." Below the error message, there is a link: "To find out more about DELTA and how to obtain a user account please click [here](#)". There are two input fields: "User Name:" and "Password:". Below the input fields, there is a green "Login" button. At the bottom, there is a link: "If you are not able to remember your password click [here](#) to reset".

13. Entering your username or password incorrectly three times will temporarily lock your account and you will see this screen.

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The screenshot shows the DELTA login page. At the top, there is a DELTA logo and a navigation bar. Below the logo, there is a message: "ALPHA This is a new service - your [feedback](#) will help us to improve it." The page title is "Login". The main heading is "Login". Below the heading, there is an error message: "Your account has been locked. Please try after some time or contact the Helpdesk." This message is circled in red. Below the error message, there is a link: "To find out more about DELTA and how to obtain a user account please click [here](#)". There are two input fields: "User Name:" and "Password:". Below the input fields, there is a green "Login" button. At the bottom, there is a link: "If you are not able to remember your password click [here](#) to reset". Below the link, there is a paragraph: "By logging on, you are confirming that you have read, understood and will comply with the requirements of the application [usage policy](#)".

If your account is locked it will automatically unlock after around **30 minutes**. Please note that during this time the password reset function will **NOT** work.

After waiting, please login correctly or use the password reset link on the login page.

Password Reset

14. **Your password will expire 3 months after being set.** Note: you will see an error message if it has expired. To reset it please click the password reset link on the login page.

The screenshot shows the DELTA login page. At the top is the DELTA logo. Below it is a breadcrumb trail: Home > Login. The main heading is 'Login'. There are two sections: 'Sign in to DELTA' and 'Not a user?'. The 'Sign in to DELTA' section has a 'User Name:' label and an input field, a 'Password:' label and an input field, and a 'Login' button. Below the password field is a link: 'You can [reset your password here](#)'. The 'Not a user?' section has a 'Create DELTA account' button. A callout box with the number '14' is connected by an arrow to the 'reset your password here' link.

15. This will bring up the password reset page as follows. Enter the details requested and click 'Submit'. Remember to enter the email address that you use as your username. **Please note, you cannot reset your password more than once within 24 hours.**

DELTA

ALPHA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > Forgot password

Reset Password

Enter the email you use for logging in to this system into the input box below, and click 'Submit'

You will receive an email containing a link which will allow you to reset your password.

Email:

Please enter the characters shown:

g5drk

Submit

16. You will then see the following screen, and shortly receive an email containing a link.

DELTA

ALPHA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > Forgot password

Reset Password

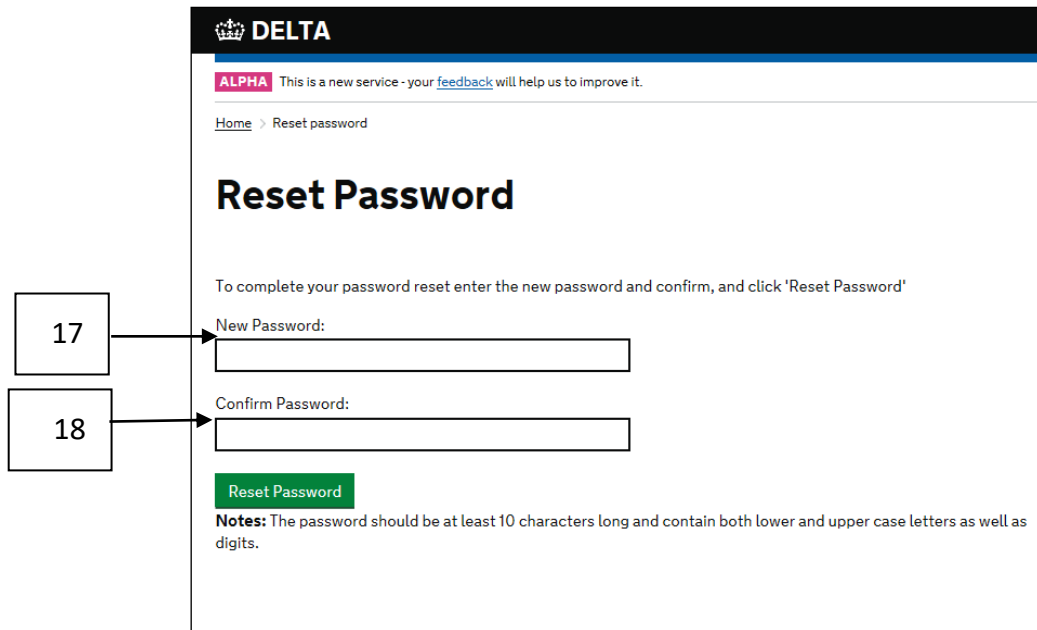
Password reset url has been sent successfully to your email address.

When you click on the link in the email the system will take you to the 'Reset Password' page and prompt you to create a new password. This should be at least 10 characters long and contain three of the following four characteristics:

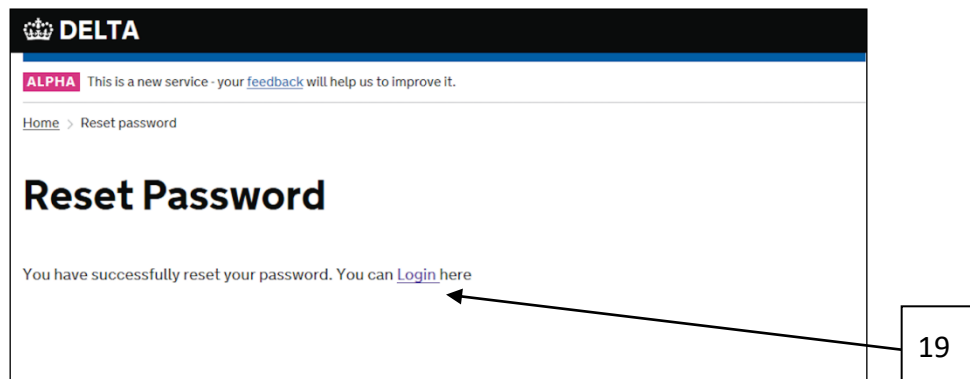
- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)

17. Your password must be different to your previous 24 passwords.

18. In the 'Confirm Password' box type the new password again and click 'Reset Password'.



19. You will see the following screen to confirm you have successfully reset your password. Click 'Login'.



This will take you to the DELTA Login page. Please enter your Username (your email address) and the new password you have created and click 'Login'.

If you are still having issues, please contact the [DELTA Service Desk](#).

Portal - [MHCLG Service Desk](#)

Email - mhclg.digital-services@communities.gov.uk

Phone – 0203 829 0743



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For all our latest news and updates follow us on Twitter: <https://twitter.com/MHCLG>

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